

Name: Eduardo Alvear

Period: January to December 2013

Call Type	Phone	Email	In-person	TOTAL
Password Reset	739	212	1043	1994
Blackboard	159	76	66	301
WebAdvisor/Registration	275	73	127	475
Portal	234	31	142	407
Respondus	25	9	8	42
Faculty Training	0	0	2	2
Faculty Help	10	3	40	53
Wireless	28	4	86	118
Other	145	25	449	619
<b>TOTAL</b>	<b>1615</b>	<b>433</b>	<b>1963</b>	<b>4011</b>

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